ADMINISTRATION

Computer Operations

DESCRIPTION OF MAJOR SERVICES

The Computer Operations Division provides enterprise data center services and a portion of the County's communications services to County departments on a 24/7 basis. The Division is comprised of three sections: Technology Operations, Information Technology (IT) Customer Service, and Core Solutions and Security. This budget unit is an internal service fund, which allows for net assets available at fiscal year end to be carried over to the next fiscal year to be used as working capital or for replacement of fixed assets.
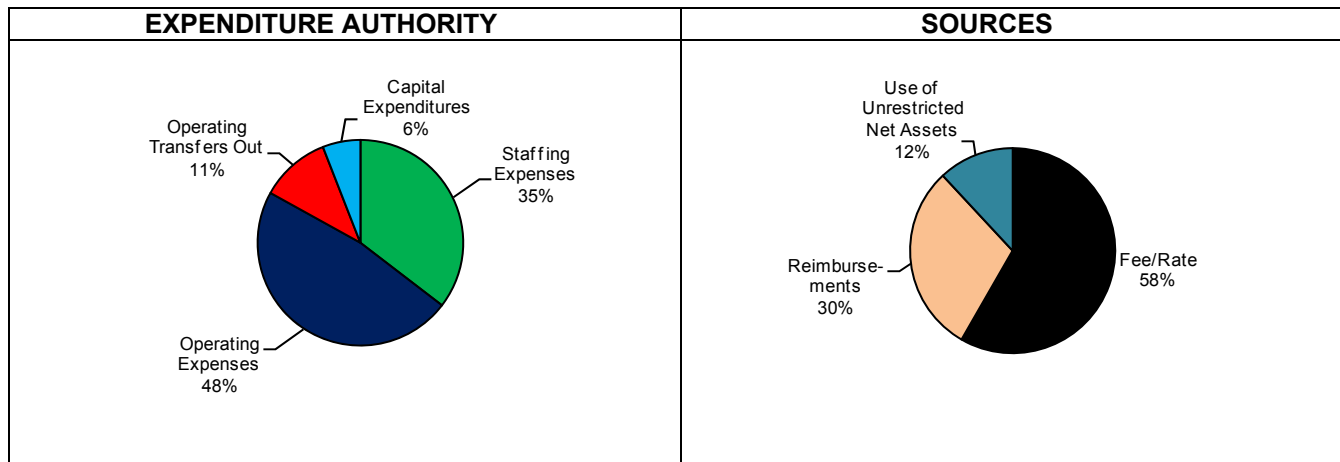
Budget at a Glance	
Total Expenditure Authority	$37,068,317
Total Sources	$32,644,145
Net Budget	($4,424,172)
Estimated Unrestricted Net Assets	$8,516,706
Use of Unrestricted Net Assets	$4,424,172
Total Staff	121

Technology Operations provides for the design, operation, maintenance and administration of the County's Enterprise Data Center which supports the County's mainframe and includes server management for approximately 543 physical and 209 virtual servers, integrated document imaging infrastructure for digitizing paper records, and print operations for bulk printing functions required by the County.

IT Customer Service assists departments in ensuring that their technology and business objectives are achieved. The Division provides a Technology Support Center to handle service requests and problem tickets and IT Account Representatives to coordinate and assist departments in meeting their business and technology objectives.

Core Solutions and Security provides the County with global email, security direction and technology policies and procedures, along with technical services that support desktop communications and functions across the County.

2012-13 ADOPTED BUDGET

EXPENDITURE AUTHORITY	SOURCES

EXPENDITURE AUTHORITY pie chart:
- Capital Expenditures 6%
- Operating Transfers Out 11%
- Staffing Expenses 35%
- Operating Expenses 48%

SOURCES pie chart:
- Use of Unrestricted Net Assets 12%
- Reimbursements 30%
- Fee/Rate 58%

ADMINISTRATION

BUDGETED STAFFING

| STAFFING ANALYSIS | | | | | 5-YEAR STAFFING TREND | |

Authorized Postitions	2010-11 Final	2011-12 Adopted	2011-12 Final	2012-13 Adopted
Regular	132	132	130	121
Limited Term	1	2	0	0
Total	133	134	130	121
Staffing Expenses	$12,505,093	$12,697,997	$12,986,065	$13,126,366

ANALYSIS OF 2012-13 ADOPTED BUDGET

GROUP: Administration
DEPARTMENT: Information Services
FUND: Computer Operations

BUDGET UNIT: IAJ Various
FUNCTION: General
ACTIVITY: Computer Services

	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Actual	2011-12 Final Budget	2012-13 Adopted Budget	Change From 2011-12 Final Budget
Appropriation							
Staffing Expenses	12,384,110	12,220,953	12,505,093	12,902,333	12,986,065	13,126,366	**140,301**
Operating Expenses	12,762,052	13,135,434	12,950,863	16,935,909	17,063,929	17,655,107	**591,178**
Capital Expenditures	1,273,738	1,362,084	2,611,459	2,881,538	3,470,173	2,199,844	**(1,270,329)**
Contingencies	0	0	0	0	0	0	**0**
Total Exp Authority	26,419,900	26,718,471	28,067,415	32,719,780	33,520,167	32,981,317	**(538,850)**
Reimbursements	(7,577,902)	(7,534,600)	(7,884,019)	(9,355,319)	(9,413,396)	(11,028,685)	**(1,615,289)**
Total Appropriation	18,841,998	19,183,871	20,183,396	23,364,461	24,106,771	21,952,632	**(2,154,139)**
Operating Transfers Out	137,000	504,530	506,471	1,017,913	1,017,948	4,087,000	**3,069,052**
Total Requirements	18,978,998	19,688,401	20,689,867	24,382,374	25,124,719	26,039,632	**914,913**
Departmental Revenue							
Taxes	0	0	0	0	0	0	**0**
Realignment	0	0	0	0	0	0	**0**
State, Fed or Gov't Aid	0	0	0	0	0	0	**0**
Fee/Rate	20,715,794	20,963,825	21,363,918	20,701,019	20,734,920	21,615,460	**880,540**
Other Revenue	2,530	0	0	0	0	0	**0**
Total Revenue	20,718,324	20,963,825	21,363,918	20,701,019	20,734,920	21,615,460	**880,540**
Operating Transfers In	100,000	47,420	0	0	(591,800)	0	**591,800**
Total Financing Sources	20,818,324	21,011,245	21,363,918	20,701,019	20,143,120	21,615,460	**1,472,340**
Net Budget	1,839,326	1,322,844	674,051	(3,681,355)	(4,981,599)	(4,424,172)	**557,427**
Budgeted Staffing					130	121	**(9)**

BUDGET CHANGES AND OPERATIONAL IMPACT

Operating expenses are increasing by $591,178 as a result of an increase in COWCAP charges and internal cost allocations. These costs are offset by a decrease in charges from Facilities Management. Capital expenditures are decreasing by $1.3 million as a result of budgeting the fixed asset budget for the Data Center Electrical Capital Improvement Project in operating transfers out. Reimbursements are increasing by $1.6 million due to internal reimbursements for administrative overhead costs from other Information Services Department (ISD) budget units as well as a rate increase for Computer Operations services.

Operating transfers out are increasing by $3.0 million as a result of the Data Center Electrical Capital Improvement Project.

MAJOR EXPENDITURES AND REVENUE IN 2012-13 ADOPTED BUDGET

Staffing expenses of $13.1 million fund 121 regular budgeted positions that support the Technology Operations, IT Customer Service, and Core Solutions and Security Divisions. Operating expenses of $17.6 million include costs of computer software, systems development charges, equipment maintenance, services provided by Facilities Management, and travel.

Capital expenditures of $2.2 million is comprised of equipment and capitalized software purchases. Equipment purchases of $1,579,611 represent $1,179,611 for regular equipment replacement and $400,000 for unplanned requirements. Capitalized software purchases of $620,233 are for the purchase of software licenses.

Reimbursements of $11.0 million are for internal administrative allocations, salary reimbursements from various County departments for IT support and ISD's other budget units and intra-fund revenues. Operating transfers out of $4.1 million represent year five of a five year reimbursement to the general fund for one-time Disaster Recovery policy item and charges for the third year of the Data Center Electrical Capital Improvement Project.

Departmental revenue of $21.6 million is comprised of central computer revenues and other information technology services.

STAFFING CHANGES AND OPERATIONAL IMPACT

Computer Operations made the following staffing changes:
- Deleted the following vacant positions as they are no longer needed by the Division:
    - 1 Computer Operations Specialist
    - 1 Automated Systems Analyst II
    - 1 Quality Assurance Specialist
- Deleted the following filled positions as a result of necessary budget reductions:
    - 1 Secretary I
    - 2 Automated Systems Technicians
    - 2 Business Applications Manager
    - 1 Office Assistant II
    - 1 Storekeeper
- Reclassified the following filled positions to align with the actual job duties:
    - 2 Programmer Analyst III's to 2 Systems Support Analyst III's
- Add 1 Business Systems Analyst III position to provide support to other County departments. This position is funded by the elimination of the vacant Automated Systems Analyst II position above.

ADMINISTRATION

2012-13 POSITION SUMMARY

Division	Regular	Limited Term	Total	Filled	Vacant	New	Total
Enterprise Processing	20	0	20	19	1	0	20
Customer Service	17	0	17	16	0	1	17
Central Imaging	11	0	11	11	0	0	11
Finance and Administration	13	0	13	13	0	0	13
EMACS Support	1	0	1	1	0	0	1
Enterprise Printing	8	0	8	8	0	0	8
Server Management	19	0	19	19	0	0	19
Core Solutions and Security	32	0	32	32	0	0	32
Total	121	0	121	119	1	1	121

Enterprise Processing

Classification
1	Systems Support Division Chief
5	Systems Support Analyst III
2	Production Control Supervisor
1	Automated Systems Analyst I
1	Computer Operations Supervisor
1	Computer Facilities Specialist
3	Computer Operations Specialist
5	Computer Operator III
1	Office Assistant III
20	Total

Central Imaging

Classification
1	Systems Development Team Leader
2	Systems Support Analyst III
2	Office Assistant IV
1	Office Assistant IV
1	Photographic Laboratory Technician
1	Microfilm Technician III
3	Office Assistant II
11	Total

EMACS Support

Classification
1	Systems Support Analyst III
1	Total

Customer Service

Classification
1	Systems Development Division Chief
1	Product Management Supervisor
1	Business Applications Manager
3	IT Account Representative II
3	Business Systems Analyst III
1	Technology Helpdesk Supervisor
1	Product Specialist
1	Automated Systems Analyst I
5	Help Desk Technician II
17	Total

Finance and Administration

Classification
1	Chief Information Officer
1	Assistant Chief Information Officer
1	Information Services Division Chief
1	Information Services Finance Officer
1	Supervising Accountant II
1	Administrative Supervisor I
2	Staff Analyst II
1	Executive Secretary II
1	Accounting Technician
1	Fiscal Specialist
2	Fiscal Assistant
13	Total

Enterprise Printing

Classification
1	Computer Operations Specialist
4	Computer Operator III
1	Office Assistant III
2	Office Assistant II
8	Total

Server Management

Classification
2	Systems Support Supervisor
14	Systems Support Analyst III
2	Computer Operations Specialist
1	IT Technical Assistant
19	Total

Core Solutions and Security

Classification
1	Information Services Division Chief
1	Systems Support Supervisor
1	Information Services Security Officer
8	Systems Support Analyst III
1	Business Systems Analyst III
1	Business Systems Analyst II
1	Supv Automated Systems Analyst II
2	Automated Systems Analyst II
1	Applications Specialist
8	Automated Systems Analyst I
4	Automated Systems Technician
1	Teleprocessing Specialist
1	Fiscal Specialist
1	Office Assistant III
32	Total